



J. TYLER McCaULEY  
AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER**

KENNETH HAHN HALL OF ADMINISTRATION  
500 WEST TEMPLE STREET, ROOM 525  
LOS ANGELES, CALIFORNIA 90012-2766  
PHONE: (213) 974-8301 FAX: (213) 626-5427

November 16, 2004

TO: Supervisor Don Knabe, Chairman  
Supervisor Gloria Molina  
Supervisor Yvonne B. Burke  
Supervisor Zev Yaroslavsky  
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley   
Auditor-Controller

SUBJECT: **DAVID AND MARGARET FOSTER FAMILY AGENCY CONTRACT  
REVIEW**

We have completed a contract compliance review of David and Margaret Foster Family Agency (David and Margaret or Agency), a Foster Family Agency (FFA) service provider. The review was conducted as part of the Auditor-Controller's Centralized Contract Monitoring Pilot Project. This review is independent of a separate review conducted by the Auditor-Controller's Children's Services Ombudsman Group of five Group Homes operated by David and Margaret. The review of David and Margaret's five Group Homes was issued to your Board on September 24, 2004.

**Background**

The Department of Children and Family Services (DCFS) contracts with David and Margaret, a private, non-profit, community-based organization to recruit, train, and certify foster care parents for the supervision of children placed in foster care by DCFS. Once David and Margaret places a child, the agency is required to monitor the placement until the child is discharged from the program.

David and Margaret is required to hire qualified social workers to provide case management and act as a liaison between DCFS and foster parents. In addition, David and Margaret is responsible for training and certifying foster parents. David and Margaret is located in the Fifth District and oversees a total of 19 certified foster homes in which 18 DCFS children were placed.

DCFS pays David and Margaret a negotiated monthly rate, per child placement, established by the California Department of Social Services (CDSS) Funding and Rate Bureau. Based on the child's age, David and Margaret receives between \$1,589 and

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\$1,865 per month, per child. Out of these amounts, David and Margaret pays the foster parents between \$624 and \$790 per month, per child. For Fiscal Year 2003-04, DCFS paid David and Margaret approximately \$570,000.

### **Purpose/Methodology**

The purpose of the review was to determine whether David and Margaret was providing the services outlined in their Program Statement and County contract. We also evaluated David and Margaret's ability to achieve planned staffing levels. Our monitoring visit included verifying whether David and Margaret received the appropriate reimbursement rate for each child and whether the certified foster parents received their portion of the reimbursement rate in a timely manner. We reviewed certified foster parent files, children's case files, personnel files, and interviewed David and Margaret's staff, the children and the foster parents. Our review also included visits to a sample of certified foster homes to complete a home inspection.

### **Results of Review**

Overall, David and Margaret provided the services outlined in its County contract. The foster parents stated that the services they received from David and Margaret met their expectations and the children indicated that they enjoy living with their foster parents. The children's records contained all the documentation required by the County contract, in specific enough detail to evaluate David and Margaret's provision of services. David and Margaret also maintained the appropriate staffing levels and their social worker case loads did not exceed the maximum allowed by CDSS Title 22.

However, three (50%) of six foster parents certified by David and Margaret did not fully complete the required hours of annual training for calendar year 2003 as required by the County contract. Two of the foster parents subsequently moved out of state and were decertified prior to receiving the remaining hours of annual training. The third foster parent will be required to make up the additional hours during their current year annual training. We recommend that David and Margaret ensure that foster parents receive all of their annual on-going training as required by the County contract.

The details of our review, along with recommendation for corrective action, are attached.

### **Review of Report**

On October 18, 2004, we discussed our report with David and Margaret who agreed with the finding. In their attached response, David and Margaret management indicates the actions the agency has taken to implement the recommendation contained in the report. We also notified DCFS of the results of our review.

We thank David and Margaret for their cooperation and assistance during this review. Please call me if you have any questions, or your staff may contact Don Chadwick at (626) 293-1102.

JTM:MMO:DC

Attachment

c: David E. Janssen, Chief Administrative Officer  
Department of Children and Family Services  
Dr. David Sanders, Director  
Angela Carter, Deputy Director  
Paul Freedlund, Deputy Director  
Ed Sosa, Division Chief Quality Assurance  
Deena Robertson, Executive Director, David and Margaret Family Agency  
Colleen Anderson, Community Care Licensing  
Violet Varona-Lukens, Executive Officer  
Public Information Office  
Audit Committee

**CENTRALIZED CONTRACT MONITORING PILOT PROJECT  
FOSTER FAMILY AGENCY (FFA) PROGRAM  
FISCAL YEAR 2003-2004  
DAVID AND MARGARET FOSTER FAMILY AGENCY**

**PROGRAM SERVICES**

**Objective**

To determine whether David and Margaret provided program services in accordance with their County contract and California Department of Social Services (CDSS) Title 22 Regulations. The services include training and certifying the foster parents, conducting monthly visits to the foster homes to ensure the children's needs are met and ensuring that the homes are properly maintained and providing quarterly progress reports on placements to the Department of Children and Family Services (DCFS) social workers.

**Verification**

We visited three of the 19 Los Angeles County certified foster homes that David and Margaret billed DCFS for in November and December 2003. In addition, we interviewed and reviewed the case files for the six foster parents and the five children placed in the three homes.

**Results**

David and Margaret provided the services required by its County contract. The foster homes were well maintained, clean and in compliance with the County contract and Title 22 requirements. David and Margaret's foster parents were certified as required by the County contract.

In addition, David and Margaret's social workers developed adequate Needs and Services plans that addressed each child's educational and health needs. The Needs and Services plans also addressed emancipation services available to the child when appropriate. David and Margaret's social workers maintained and documented required contacts with children's DCFS social worker.

However, three (50%) of six foster parents certified by David and Margaret did not fully complete the required 12 hours of training for calendar year 2003 as required by the County contract. The three foster parents told us that they participated in yearly training. However, they did not track the actual hours they spent in training. Two of the three foster parents subsequently moved out of California and were decertified prior to receiving the remaining hours of training. The third foster parent will be required to attend the additional training hours during the current year. David and Margaret needs to ensure that foster parents complete training as required by the County contract.

**Recommendation**

1. David and Margaret management ensure that foster parents complete the necessary training as required by the County contract.

**CLIENT VERIFICATION**

**Objective**

To determine whether the program participants actually received the services that David and Margaret billed DCFS.

**Verification**

We interviewed five children placed in three certified foster homes and the six foster parents to confirm the services David and Margaret billed to DCFS.

**Results**

The program participants interviewed stated that the services they receive from David and Margaret meet their expectations and their assigned social worker visits them regularly.

**Recommendations**

There are no recommendations for this section.

**STAFFING/CASELOAD LEVELS**

**Objective**

Determine whether David and Margaret's social workers' case loads do not exceed 15 placements and whether the supervising social worker does not supervise more than six social workers, as required by the County contract and CDSS Title 22 regulations.

**Verification**

We interviewed David and Margaret's supervising social worker and five social workers and reviewed case load statistics and payroll records for October and November 2003.

**Results**

Each of David and Margaret's five social workers maintains an active caseload of approximately 11 children. In addition, the supervising social worker supervised five social workers.

**Recommendations**

**There are no recommendations for this section.**

**STAFFING QUALIFICATIONS****Objective**

Determine whether David and Margaret's staff meets the education and work experience qualifications required by their County contract and CDSS Title 22 regulations. In addition, determine whether David and Margaret conducted hiring clearances prior to hiring their staff and provided ongoing training to staff.

**Verification**

We interviewed David and Margaret's five social workers, supervising social worker and the FFA Administrator. In addition, we reviewed each staff's personnel file for documentation to confirm their education and work experience qualifications, hiring clearances and ongoing training.

**Results**

David and Margaret's FFA Administrator, supervising social worker and social workers, possess the required education (college degrees) and work experience required by the County contract and Title 22 regulations. In addition, David and Margaret conducted hiring clearances for staff assigned to the County contract.

**Recommendations**

**There are no recommendations for this section.**

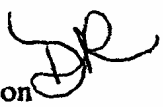


*the*  
**David &  
Margaret Home**

1350 Third Street  
La Verne, CA 91750  
(909) 596-5921 Fax (909) 596-7583

October 18, 2004

To: Supervisor Don Knabe, Chairman  
Supervisor Gloria Molina  
Supervisor Yvonne B. Burke  
Supervisor Zev Yaroslavsky  
Supervisor Michael D. Antonovich

From: David & Margaret Foster Family Agency/Deena Robertson   
(909) 593-0089 ext. 3214

Re: Centralized Contract Monitoring Pilot Project, FFA Program, Fiscal Year  
2003 – 2004, David & Margaret Foster Family Agency Contract Review

**Finding:** Three of the six foster parents did not fully complete the required 12 hours of training. David and Margaret management ensure that foster parents complete annual on-going training as required by the County contract.

**Corrective Action Plan:**

**David and Margaret Foster Family Agency will insure the following:**

Clerical staff will insure that hours documented matched the certificates for documented training. The files will be audited within the next 60 days to insure compliance.

Hours will not be counted without supporting documentation in the file.

We keep documentation of foster parent training hours in our office file. Foster parents will be given a copy of the agencies training log, so they can keep a copy in their foster parent file at the home. Foster parents will be given a copy within the next 30 days.